

The IPN DISPATCH



IPN Monthly Dispatcher Update

September 2019

DISPATCHER OF THE MONTH

Just 6 months in, this month's dispatcher WSC052 has made a significant and positive impact to IPN! Thank you.

Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.

WELCOME NEW IPN DISPATCHERS

IPN welcomed fourteen new dispatchers in August. Sadly, one of those members was dismissed prior to this newsletter because he had trouble with the category definitions. We urge all new dispatchers to spend a moment reading the guidelines before sending calls. After that, **STAY ACTIVE!**



While we understand that everyone has a busy life we ask that each dispatcher be active to continue receiving free service. It doesn't require much to remain a dispatcher. Additional points, perks and, in some cases, compensation are available for the hard core dispatchers. Contact support@incidentpage.net to learn more.

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ARI036	Jay	MAR164	Jacob
CAL055	Leighton	NJY027	Vincent
FLA101	Chris	NYC003	Jordan
FLA398	Garrett	OHI050	Robert
HOU020	Ryan	PEN487	Bailey
IND045	Tyler	WVA022	James
KAN036	Cynthia		

08-5-19 @ 20:51 | Saint Paul, MN (Ramsey County) | T-ADVS | White Bear Ave & Hoyt St | Fire crews out with multiple vehicles on fire including an RV. White Bear Ave closed. | MIN034



Photos by Josh Buck

HANDLING DYNAMIC INCIDENTS

Taking a page out of recent history, the tragic events in El Paso, TX demonstrates the proper handling of a scene that changes quickly. Unfortunately, the new reality is IPN Dispatchers will be paging events like these more frequently, and evaluating the fluid nature of the scene can help in future situations. Let's get started.

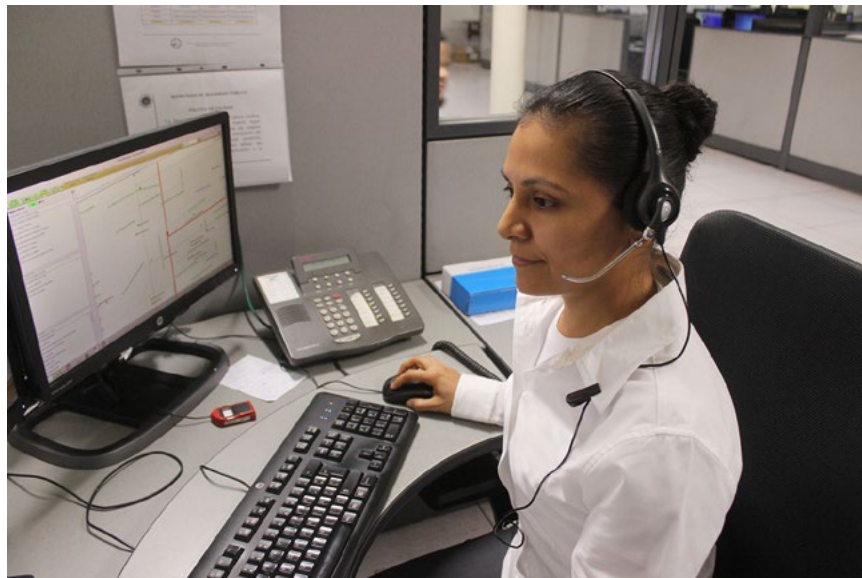
Active Shooter situations begin with information coming into 911 from multiple callers at once. For the dispatchers on the other end of the line, this is the most difficult time. People having only heard "gunfire" may be calling in to report a shooter. Others, seeing the shooter give varying

descriptions of the suspect; creating the belief of more than one person with a weapon.

After collecting the data, 911 dispatchers report to the units in the field with the buzz phrase

"Active Shooter."

In some incidents, there is no shooting at all. Dispatchers get calls for vehicle backfires and fireworks all the time. Then other times, there is a report of a person believed to have a firearm at a location.



And worst of all, there is an actual shooting unfolding. But with the "Active Shooter" term holding so many possibilities, it can be hard to determine what to page over the IPN System.

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The best thing to do is to underplay the situation. Not that you want to make less of it than it truly may happen to be. Rather, it is to act out of an abundance of caution; not getting caught up in too much hype. In the early stages of these events, it may not be known if a person has been shot, as officers canvas the location for victim(s) and/or the shooter(s).

The below page was sent by TEX084 after becoming aware of the scene unfolding:

08-03-2019 12:10 | El Paso| Violent Crime| Gateway Blvd E & Hawkins Blvd|EPPD o/s reporting an active shooter situation, unkn if any gunshot wound victims| TEX084

Note that even though PD is reporting "Active Shooter," the Violent Crime category was selected because shooting a gun does not always mean there is a victim. Remember, per IPN Category Definitions, any gunfire without victims must be paged as a Violent Crime. TEX084 offers the perfect wording and category selection for the initial page as the scene unfolded.

Just like receiving multiple details on what's happening, the location of the incident can vary, too. With so much radio traffic indicating many different locations, it can be a difficult task to pinpoint where "ground zero" is. Wait for a report on the location instead of guessing.

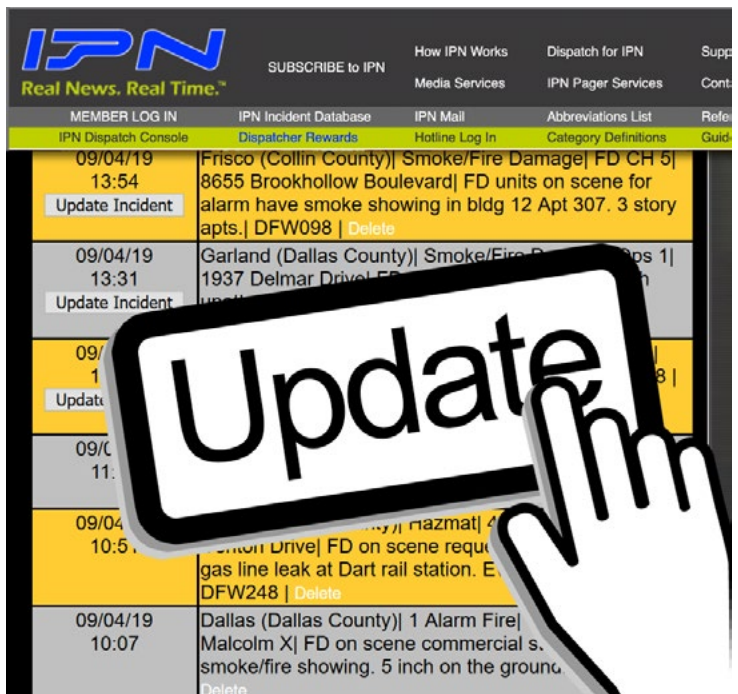
08-03-2019 12:13 | El Paso| Violent Crime| Gateway Blvd E & Hawkins Blvd| U/D: The scene is reported to be in or near the Cielo Vista Mall| TEX084

After some time had elapsed, it became apparent that there was at least an initial victim. If you're in the same situation, wait for

confirmation to send a new page over the system as a Shooting/Stabbing alert, as TEX084 did in this next alert with a category change:

08-03-2019 12:34 | El Paso| Shooting/Stabbing| Gateway Blvd E & Hawkins Blvd|EPPD o/s of an active shooter w/at least 1 victim hit near the Cielo Vista Mall| TEX084

When categories change, make a new ticket. This makes it easier to update a page and follow the narrative.



Because the scene was quickly changing, the location also changed requiring an update:

08-03-2019 12:50 | El Paso| Shooting/Stabbing| Gateway Blvd E & Hawkins Blvd|U/D: Shooting scene is at Walmart, SWAT currently clearing store, WM poss suspect| TEX084

Notice that once being sent as a Shooting/Stabbing, any subsequent or additional updates would go out through the Shooting/Stabbing Category.

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Now, let's take a hypothetical rabbit trail for a moment. Let's suppose that during all of this an officer had been shot by the assailant. The page would be updated and the category would change to Officer Down. A new ticket would be created under this new category and describe the main points of what had already occurred including info about the shot officer. Any updates regarding the scene would remain at the Officer Down category should there be any further need for updates.

Back to El Paso, later it was learned from radio traffic that a subject had been taken into custody. The officer on the radio did not say they had the shooter in custody; just a person was in custody. Here we must be careful not to read into the details too much. It's easy to assume they mean the shooter but do not assume this. Listen for them to state, "I have the shooter in custody." TEX084 entered the in-custody page perfectly.

08-03-2019 13:03 | El Paso | Shooting/ Stabbing | Gateway Blvd E & Hawkins Blvd | U/D: Officer reporting a subject is in custody, reported to be approx 18 injured | TEX084

Use these pages as a good template for scenes where information is not always accurately understood and what to do when it is. Thanks for all your hard work and stay aware and safe out there. *Excellent job, TEX084!*



07-21-2019 @06:13 | DFW | Mesquite, TX (Dallas County) | Major Accident | FD 3 | I-635 @ Town East Blvd | CareFlite 2 just lifted from scene of an MVA involving 2 pickups with serious injuries & entrapment | DFW156

Photos by DFW156

KEEP IT PROFESSIONAL

The Incident Page Network has grown significantly over the past two decades. Our little group of dispatchers has grown in to a large community of people from multiple countries and backgrounds. All are welcome here.

It has been brought to our attention that a couple of members were not behaving themselves. As with any other professional agency, IPN does not allow any form of sexual harassment on the system, within our chat groups, Zello, at dispatcher gatherings, or even through outside communications with fellow dispatchers. Anyone found to be violating this code of ethics will be suspended or terminated depending on the circumstances.

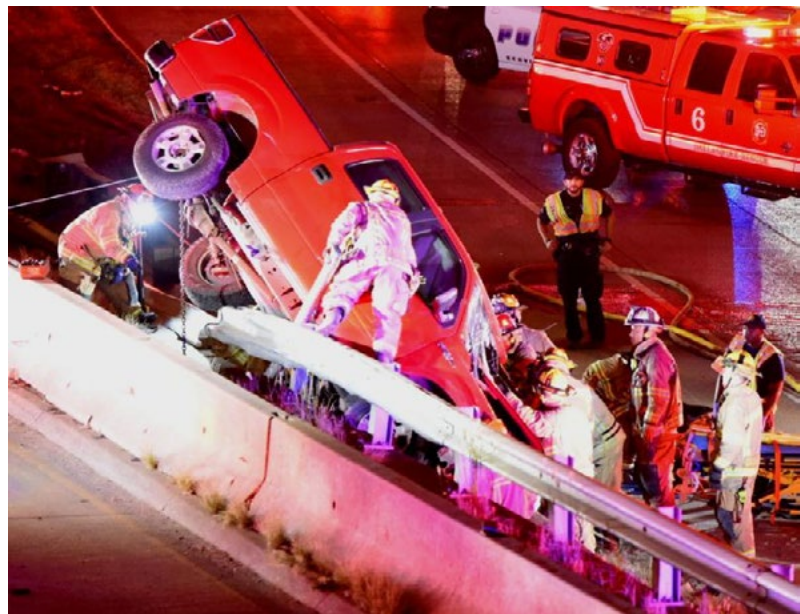
A person sexually harasses someone when they:

- Insinuate, propose or demand sexual favors of any kind.
- Invade another person's personal space
- (e.g. inappropriate touching.)
- Stalk, intimidate, coerce or threaten another person to get them to engage in sexual acts.
- Send or display sexually explicit objects or messages.
- Comment on someone's looks, dress, sexuality or gender in a derogatory or objectifying manner or a manner that makes them uncomfortable.
- Make obscene comments, jokes or gestures that humiliate or offend someone.

Please keep your communications professional. As always, contact support to report harassing acts whether against you or another dispatcher. Chat Room and IPN Mail are logged and reviewed daily for Quality Assurance.

08-26-2019 @11:21| KTY | Fort Mitchell, KY (Kenton County) | Hazmat | I-71/75 S/B @ Dixie Hwy | FD & SO o/s MVA invl jack-knifed semi TT w/ ruptured saddle tanks-over 50+ gallons spilled.

Photos by Scott Poston



07-30-2019 @04:42 |DFW| Dallas, TX (Dallas County)| Major Accident| 453.875| N Walton Walker Blvd @ I-30| FD O/S with an MVA involving entrapment. Heavy rescue response| DFW156

Photo by DFW156

MONTHLY STATS

In the month of July, 18,717 incidents were dispatched to the system. We thank every dispatcher that stepped up and contributed! As a result of your efforts, five states posted higher numbers and one member from each of those states will receive an IPN T-Shirt. Those members, chosen by random draw, are ARI777, CAL026, MAR012, MAS066 and PEN030. Be sure to watch the newsletter for future challenges!

Florida fell to third place in July ending their domination over the first five months of 2019. Kudos to New York and California for keeping the pressure on. Pennsylvania is steadfast at fourth place for six months. If they maintain the heat, they can hit the top three within the next year. The call volume for the top four was 1857, 1746, 1686 and 1367, respectively. Congrats to Arizona for hitting the top 10 for the first time this year!

January	February	March
Florida	Florida	Florida
New York	New York	New York
California	California	California
Pennsylvania	Pennsylvania	Pennsylvania
Massachusetts	Massachusetts	Massachusetts
Illinois	Illinois	Illinois
Texas	Maryland	Texas
Maryland	Texas	Maryland
Ohio	Ohio	Ohio
Wisconsin	Wisconsin	New Jersey

April	May	June	July
Florida	Florida	New York	New York
New York	New York	Florida	California
California	California	California	Florida
Pennsylvania	Pennsylvania	Illinois	Pennsylvania
Massachusetts	Massachusetts	Pennsylvania	Massachusetts
Illinois	Texas	Massachusetts	Illinois
Texas	Illinois	Texas	Maryland
Maryland	Maryland	Maryland	Texas
Ohio	Ohio	Ohio	Ohio
Wisconsin	New Jersey	Wisconsin	Arizona

CATEGORY REMINDER



The QA Team continues to see numerous mistakes taking place on the Break In category. This group was never intended to be used for an active incident.

If a perp search is taking place or the suspect could possibly be inside the building, the alert must be transmitted as Perp Search, not Break In.

As mentioned a few months back, the name "Break In" will change to "Past Break." For example: an occupant finds their property broken into but the incident is over.

Proper category selection is crucial so the right members are alerted. The programming team will make the change on the next major upgrade. We appreciate your patience and understanding.



08-10-2019 @ 22:46 | MAS | Yarmouth, MA (Barnstable County) |Traffic Advisory | 553 Rt 28 | FD I/s car into a pole 4 injuries, no pin, road closed due to pole & wires down|CON203

Photo by Rick Kulmann



8/10/19 @ 00:53 |DFW| Dallas, TX (Dallas County)| 1 Alarm Fire| 453.875| 11991 Audelia Rd| FD O/S with heavy smoke from a 3 story apartment building| U/D:: 4 Alarm Fire| FD O/S with a 3 story apartment building fully involved. Ladders working| DFW156| 01:46

Photos by DFW156

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Provide all necessary information.

Spell street names and towns.

Text: hotline@incidentpage.net

Toll-free Phone: 1-888-339-8259

CONTACT US

Please send us your article suggestions, incident photos, input, and feedback. We want to hear from you and share it with other dispatchers because this is YOUR newsletter!

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